

**OFFICE OF FACILITIES AND ADMINISTRATIVE SERVICES**

**CUSTOMER SATISFACTION SURVEY  
OFFICE OF THE SECRETARY  
LIBRARY SERVICES PROGRAM**

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**Survey Issued During Second Quarter Fiscal Year 2014**

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4/14/2014

# **LIBRARY SERVICES CUSTOMER SURVEY REPORT**

Survey Conducted During the 2nd Quarter FY2014

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# LIBRARY SERVICES CUSTOMER SURVEY REPORT

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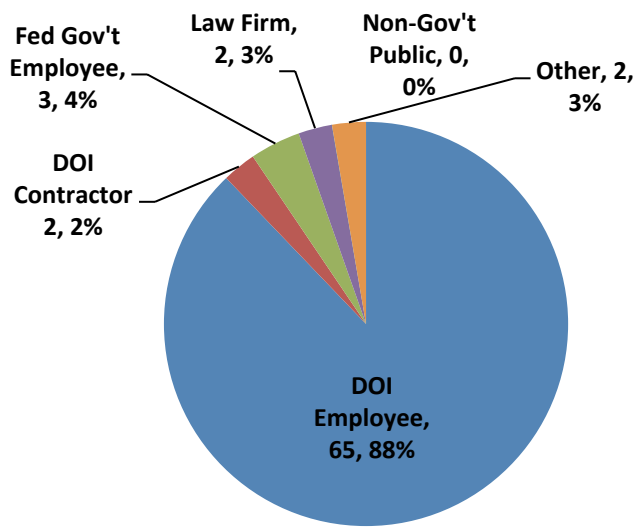
## I. SURVEY TIMELINE AND POLLING GROUP

The Office of Facilities and Administrative Services, Administrative Services Division, Library Services Branch, conducted a seven (7) question survey seeking feedback on resources and services provided by the Office of the Secretary (OS), Library Services program. During the survey period, 149 surveys were distributed to customers within and outside of the Department of the Interior who utilized library services during the second quarter of Fiscal Year 2014 (FY-14).

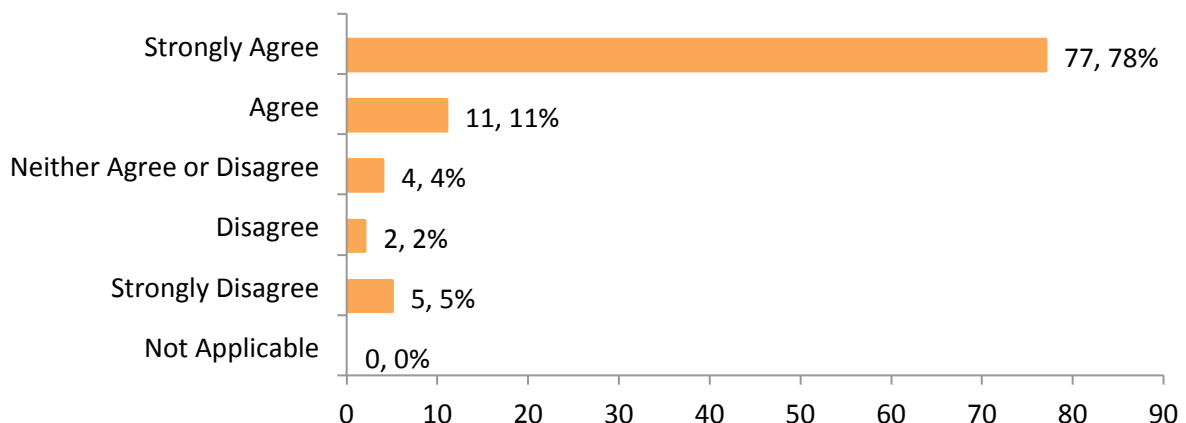
Out of the 149 surveys issued during this period, 99 were completed and returned resulting in an almost 66% return rate. This, we believe, represents a very good sampling of our client offices and provides valid survey results to use as a customer satisfaction baseline.

## II. SURVEY RESULTS - The seven statements and related customer feedback results were:

### 1. Are you a(an):



### 2. The service(s) I received from the DOI library staff met my expectations.

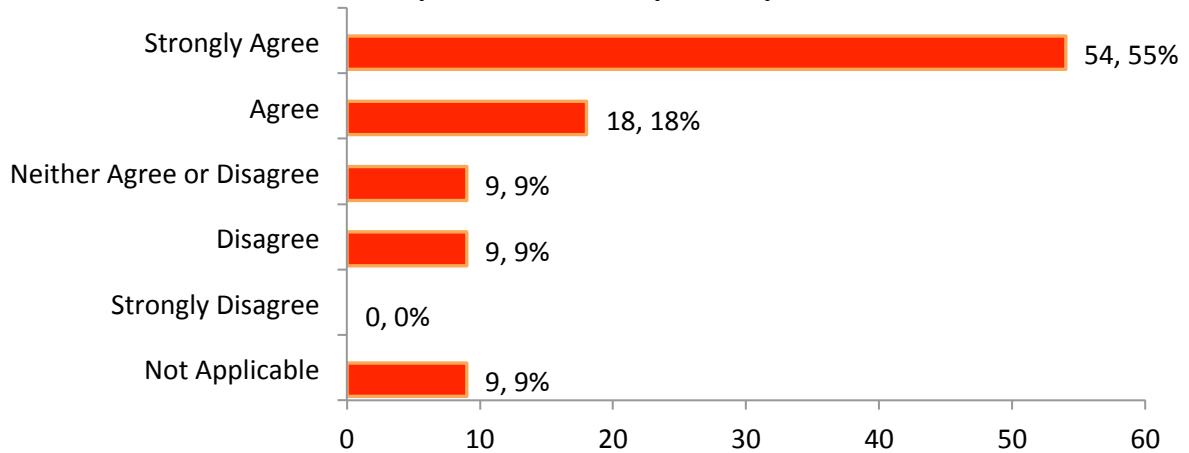


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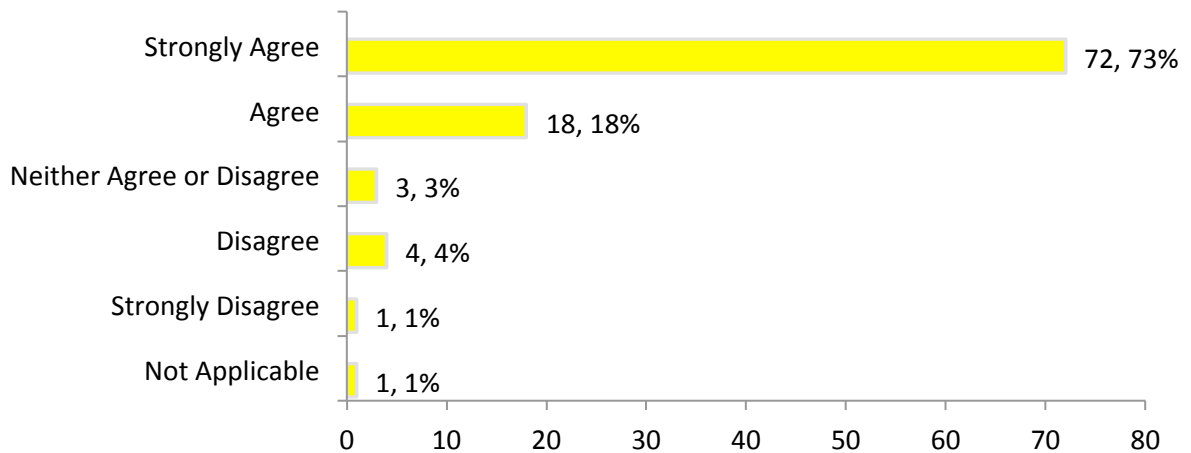
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## Survey Results (Continued)

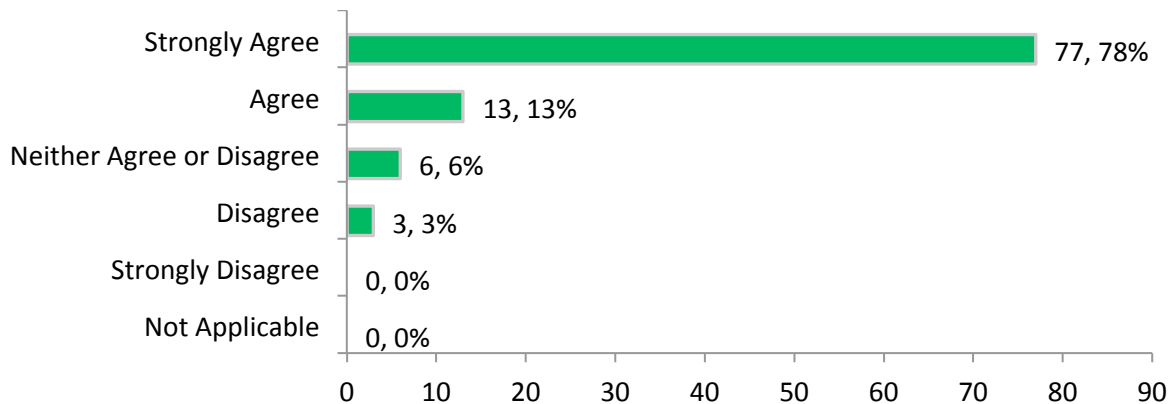
### 3. The database services offered by the DOI Library met my needs.



### 4. I received a timely response (4 hours or less) to inquiries sent to DOI Library staff.



### 5. The DOI Library staff provided the level of communication I expected.

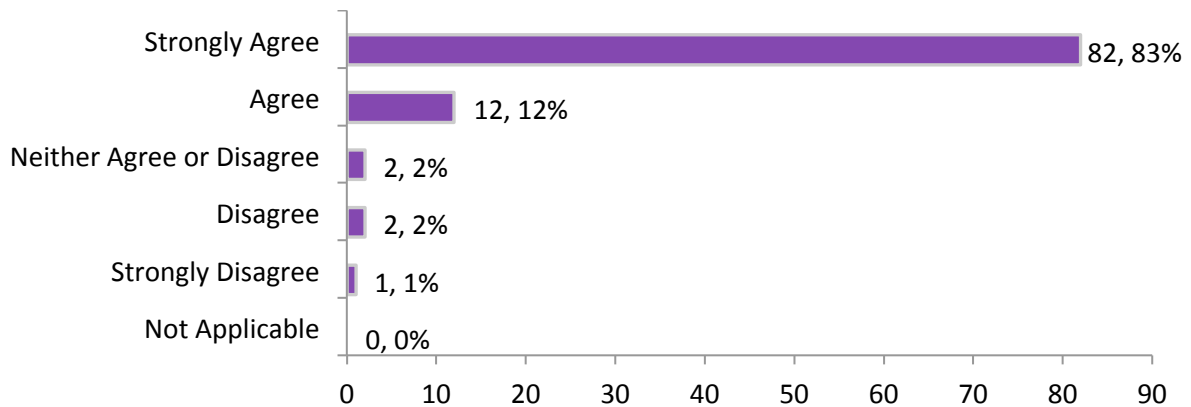


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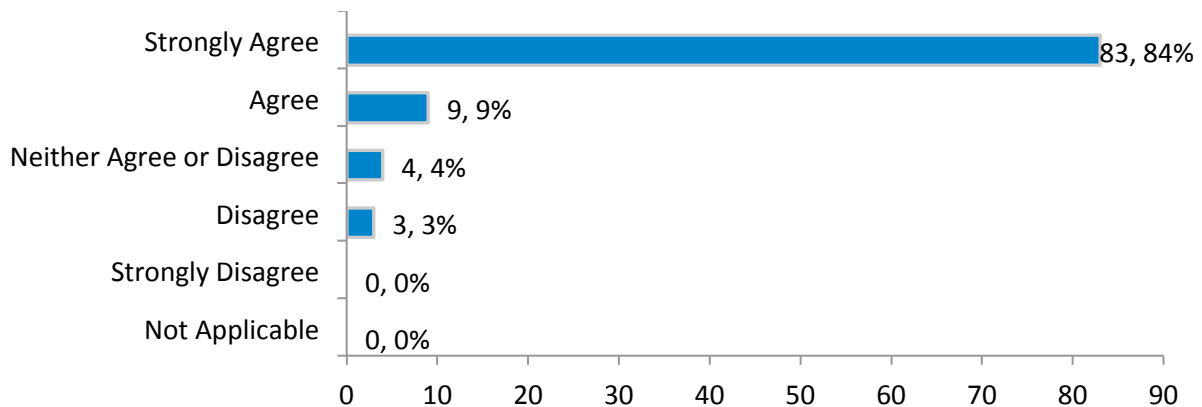
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## Survey Results (Continued)

### 6. The DOI Library staff provided a level of professionalism I expected.



### 7. Overall, I am satisfied with the DOI Library service(s) I received.



## III. “WHAT YOU SAID” – SURVEY COMMENTS

### 1. What did we do really well?

- Responded to my email with the information needed
- Prompt response and prompt searching and trouble-shooting when things were not easily located.
- Everything from this office is fantastic and vital to my work. In the age of the internet and budget cuts I have a greatly diminished ability to get to books and articles I need for my work. This ILLoan service is a critical operation for me and my NPS interpretive media development.
- I always receive timely, thorough, and helpful responses from the DOI Library staff. I really appreciate their services, especially for hard-to-locate legislative or agency history.
- Acquiring new relevant books, obtaining hard-to-get documents, responding to customer requests.
- The library staff is great at getting requested literature back in a timely manner and in communicating along the way.

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- The staff responds enthusiastically to requests for assistance and provides research assistance promptly.
- The staff arranges interesting continuing education presentations and up-to-the-minute trainings on available resources.
- Great on Inter-library loans!! timely response with just the information I needed Timely and able to get obscure or hard to find reference materials DOI library staff is very responsive to requests for documents or research assistance.
- Thanks. Jennifer Klang was wonderful in helping me find historic futures for metal prices recently. She was very fast and did not mind when I had several follow up requests. Thank you Jennifer.
- Virtually everything, but went above and beyond on at least one occasion to help me track down a hard to find version of a bill that was not otherwise available in our electronic databases. Other instances are too numerous to detail here. The Law Updates are also very useful.
- Quickly delivering my ordered goods Always pleased with my interactions with library staff and the quick turnaround from publication request to delivery.
- Everything! Providing journal articles via ILL and communicating with staff. The entire staff of the DOI library have been consistently polite and helpful over the many years that I have used the library. They cheerfully execute searches for the most obscure information and publications, and more often than not succeed where even local university libraries fail to deliver.
- The library is an invaluable asset to the DOI and it facilitates my mission as an Attorney-Advisor. If I did not have the resources of the library and its staff, I do not know how I could properly accomplish my job as an environmental law enforcement attorney.
- The excellent speaker series changed my perspective on naturalism of the late 1800s
- Timely response for DOI Science Update articles.
- Everything! You were prompt, courteous and willing to go the extra mile to provide important hard to get materials.
- This service is invaluable to what we do which is inventorying lichens in Everglades National Park. Necessary reference material is often in obscure professional journals and books which may be hundreds of years old and scattered worldwide. Also the material is expensive beyond the reach of the park's botany department. This work could not be done without you! Thank you very much!
- I have always received prompt, courteous service from DOI Library staff and management.
- The electronic resources are excellent and greatly appreciated since I am located roughly 1700 miles from the physical collection in DC. promptly respond and send requested materials - even hard to find documents.
- The professionalism, helpfulness, and friendliness of the staff are excellent. I use the ILL services a lot to supplement the library's holdings and to make my research proceed more quickly, and those services are first-rate. Staff members are also good about explaining databases with which I am not familiar.
- Customer service
- Not mentioned on survey, but ILL service is exceptional -- and a vital resource for DOI researchers
- Quick response, glad you're available.

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- Much can be found on Google Scholar or elsewhere on the web but it's good to know that we can get those hard to get publications through you. Found the articles I needed extremely fast Prompt and courteous service.
- Getting me copies of theses and dissertations and out of print journal articles.
- Your customer service is outstanding at the Library. I have not found any other service within DOI or my own agency BLM that can come close to the professionalism and service you provide each and every time I seek information from you.
- You do everything well. Thank you so much for being a resource for all of us in the Field.
- My recent request dealt with a scientific paper that I would have had to purchase online. DOI library was able to get it for me quickly and it was very helpful for our purposes.
- The response I have received have exceeded my expectations I greatly appreciate the help the library staff have provided in the past.
- Keeping those of us informed through the LAN messages about the various lectures and presentations available because many times that information is not transcended down to DOI employees.
- Timely response and effective procurement of materials through ILL.
- Always very helpful and knowledgeable.
- Staff are always professional and respond quickly to requests.
- The staff always responds enthusiastically, no matter how strange the inquiry.
- Quick response and delivery of articles/books needed.
- I am a researcher at the Department of the Interior. In order to conduct my work, I need to have access to academic books, articles and original manuscripts that are often not housed at the DOI library. Our Department of the Interior librarians do an excellent job tracking down and obtaining inter-library loans on such items. They are top-notch professionals who use their specialized skills and creativity to help me with my research needs. I am impressed with how they collaborate with each other and come up with solutions very quickly.
- You guys are great! I do a lot of literature searches for my job and professional development. In this day and age I can find many of the references on my own, but when I hit a wall I email you. Very often, your folks can find an online version, or have it scanned and emailed. On occasion we have gone through ILL. While I like it when I can get a digital copy whenever possible, having the ILL service is great for me.
- Finding obscure but important resources that I would not have access to otherwise.
- Doggedly and effectively pursued my interlibrary loan requests, often coaxing repositories to provide just the pages I need without having to send the microfilm!
- Maureen Booth was very resourceful and creative in helping me to find a chapter from a BIA Manual from the 50s that was no longer at the DOI library. As to the questions above Maureen exceeded my expectations by a long shot. Thank you so much! I would just like to add that George and the library staff have been an extremely valuable resource to us and in turn to Indian Country for the many years that I have worked with you. Thanks again for the committed and professional way you have always worked with us.
- Located the document I was searching for quickly. Sent the paper requested in a very timely manner.
- Timely communication of any and all up-coming program services of interest or note to DOI employees or to historians/researchers when attending the DOI ranger speaker programs.

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- Super fast great service! You rock!
- Thanks to the staff for rescuing me after three days lost in the stacks of the DOI library. I survived by gnawing the binding of old leather-bound congressional records and listening for the sound of the great seashell clock that would eventually lead me back into civilization
- Your responses to my requests for library items have been very timely, helpful, and always completed in the most professional manner. I really appreciate your great customer service!!!
- Plan your library courses well in advance in order for participant to schedule their time. Library staff always willing to help and explain. Have very knowledgeable instructors in area of training.
- Everything. I would put another option in above to the effect: "exceeded all expectations." I love my librarians!
- Responded quickly and were very polite as I don't really know all the ins and outs of the process.
- Find the articles I requested and send me .pdfs of them in a very timely way.
- I especially liked the customer service
- Getting all of the publications I requested.
- Located rare publications in other libraries and thru interlibrary loan program made them available here at Interior on a loan basis
- I am constantly amazed by the level of service provided by library staff. The library staff members are always eager and willing to help me with my research questions.
- I asked for information about certain IBLA documents and either got the document I needed or was provided helpful info on how to obtain the document.
- Found what I was looking for, even though it required an ILL.
- Very timely in responding to my request for publications and legal references.
- Not only were the services quick and helpful, but the librarians were actually super nice and even the director took the time to introduce himself.
- Got ILL super fast!
- The DOI Library staff are always friendly, courteous, knowledgeable, and great to work with! I sincerely appreciate your assistance!

## 2. What can we do to improve?

- Not sure if you have many archaeological journals in your database or if that would help improve service, but you did not directly have access to the journal I was looking for, the Journal of Archaeological Science. Expanding the range of archaeology journals might be of help.
- In the past, I put an order in for some hard to get papers. You forwarded me hard copies, which was fine...just wonder if you want to save postage and send them via pdf.
- Nothing
- Nothing.
- N/A nothing - you rock!
- You are already all at your best!
- Better lighting in the stacks
- I would be happy to say but nothing comes to mind. If I can think of something I will fill out another response.
- Nothing really. DOI library does a great job of getting the publications I need in a timely manner. It would be nice to have the potential to request more than 5 library items in a week. Fortunately, I have access to both Web of Knowledge and University of California Libraries



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(especially a extensive collection of digital journal articles) for additional library material access, otherwise I would have a very long list of publication requests between the 5 library item limit and what my actual library material item needs are. I will not have access to Web of Knowledge as a search engine forever. My former major professor from UC Davis has been good enough to give me access for the past 7 years, but that may soon end. It would be good if DOI would recognize that employees of DOI agencies other than USGS conduct scientific research activities and provide access to Web of Knowledge to further their scientific studies. There is no better search engine for journal articles than Web of Knowledge.

- I wasn't sure if I would be able to find this information on my own another time.
- Just please don't cut back on internet database services. If possible within budgetary constraints, please expand them to compensate for the upcoming renovations and temporary relocation that will cut down on the availability of physical resources as described in the most recent Law Update.
- Nothing that I can think of.
- I may not know of all the resources available to me. For example, I use JSTOR often. Are there other services that we have access to? JSTOR does not have everything. I also have access to online services through a university account, and they have others like Science Direct and more. I don't know how expensive it would be to get those as well.
- I think you are doing very well. In my opinion, I do not think additional improvement is warranted at this time.
- More journals available online
- Nothing, You guys are great!!
- DOI can provide more documents digitally, but DOI Library does an amazing job with the materials available.
- Keep it up acquire more volumes on Asia-Pacific history, current affairs
- The library could offer more research database subscriptions such as ProQuest newspapers.
- Consider expanding the online access to journals. Very few of the journals from which I needed articles were available through the DOI's journal access via BioOne or JSTOR. I can order these articles through the library staff (interlibrary loan), and while that works, it takes much more time to do so, delays the work, and is thus a discouragement.
- Better lighting in the stacks?
- Only comment is that sometimes articles are in black and white but need to be in color to be useful. Not sure if this can be fixed.
- I wish we had access to more items on JSTOR but I understand that would cost much more than DOI can afford.
- The upfront interface with the Library is a cumbersome.
- Stay open on Saturdays?
- Expand the DOI library holdings.
- Keep the services you have. You are vital to the work we do, and I hope that they continue to improve and build your services.
- It is not possible to be any better than the DOI librarians already are. They are that good!
- Actually, things have worked very well for me. I've not had any problems and your staff is extremely helpful.
- Nothing, keep up the outstanding service. This is truly a wonderful resource.

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- Being able to renew books online would be a good service. In 2014, seems like a burden to have staff have to send renewal notices.
- Not sure. I expected the library to have the latest memos, notices, etc.
- I am disappointed that we have lost access to full text articles from Science Direct. While library staff is always very prompt in getting articles, it is difficult to find the best sources without the ability to browse through more scientific literature.
- If more people were aware of this service (advertised widely) I think it would increase use. Everyone in the Fed Gvt is doing more with less and yet we are to be up-to-date and cutting edge. Not everything is on the internet by a far cry. Internet and 3d libraries/books/articles are complementary resources and the internet has no librarians to assist researchers of all sorts finding things they don't even know exist.
- Subscribe to more professional journals.
- One thing that would help me is to know more about the services you can provide. For example if we give you an area we need researched can you look for any related articles? In addition many times I need information on a business that a Dunn & Bradstreet report have. To my knowledge you don't have access to that. I know its costs money but it would be very useful in my particular job. Thanks.
- Nothing! how can one improve upon perfection?
- Make sure you stay the way you are. You provide a vital cost effective service and you do it very well.
- Make the rest of government work like this!
- I could use more historical newspaper databases, but that is a budgetary issue, beyond your control.
- Doing a great job
- The Library has offered many interesting training sessions which I would like to attend, but most are offered only for in-person attendance. I hope DOI/OFAS will consider providing the necessary technical support to make them accessible for distance attendance via webinar or other appropriate solution. Thank you!

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## **IV. SURVEY METHODOLOGY**

Using the standard recording of employees visiting and e-mail the Library with reference question requests and event registration rosters, targeted surveys were distributed randomly to employees following their use of library resources and services and/or their attendance at a DOI Library program. Consideration was given not to survey the same employee repeatedly, should they be a frequent user of Library services and/or attendee to Library programs.

## **V. ANALYSIS OF SURVEY RESULTS**

The survey results were overwhelmingly favorable across all seven-survey statements with an “Overall Satisfaction” rating of 93% of those who responded with either Agree or Strongly Agree. This favorable outcome is further supported by the two questions asking for written feedback. These questions and percentage of responses were:

- *What did we do really well?* (Where approximately 62% of respondents completed this question)
- *What can we do to improve?* (Where approximately 42% of respondents completed this question)

We are extremely pleased that the Library received an “Overall Satisfaction” result of 93% from those customers who took the survey, with a vast majority of those respondents (84%) indicating that they strongly agree with being satisfied with the services provided by the Library.

It also should be noted that of the 42 responses received to the “what can we do to improve” question, 14 responses were actually positive responses in which respondents indicated that Library services are already offered at a superb level and did not need improvement.

Many others who responded to this question indicated that they would like to see more online databases subscribed to by the DOI Library and provided to Interior Department staff. Obviously, the ability for the Library to subscribe to additional online resources is dependent upon the amount of budgetary support the Department is willing to offer to the Library. This support has been curtailed over the past couple of years due to sequestration and other Departmental budget cuts.

Others that responded to the “what can we do to improve” question indicated that they Library and the Department in general should do more to promote the resources and services that the Library provides. Allowing access to Library programs via recorded or live online access was also listed by respondents, a service that the Library staff has been seeking to offer for the past few years. Better lighting in the stacks was a comment also noted, a problem that may be attended to through the upcoming modernization of the Library over the next couple of years.

## **VI. NEXT STEPS**

The DOI Library and its staff are currently in the process of preparing to move its collection out of its current space in advance of the two-year modernization of wing one of the Stewart L. Udall Department of the Interior Building. Once these materials have been moved to their temporary warehouse location or temporary DOI Library location in another room within the Interior Building, the Library staff can concentrate on resolving some of the issues identified as problems by DOI Library customers.

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Not much can be presently done with regards to purchasing access to additional online database services for Departmental staff. As indicated earlier, budget cuts and sequestration have taken their toll on Internet-based services that the Library had previously provided. However, the Library staff will continue to lobby for the restoration of services that have been cut and the addition of other services that the Library staff believes would be beneficial to the employees of the Department of the Interior.

The Library staff has looked into offering webinar access to programs for which this access has not been provided in the past. Currently, many of the Library's online database vendors that have provided training programs in the Library utilize their own webinar accounts to allow Interior Department employees in remote locations (and others that are interested) access to the live webinar of their training classes. Special thanks needs to be given to LexisNexis, West Group, ProQuest, EBSCO, and Gale/Cengage for providing this service at no extra charge. However, Library programs not sponsored by these vendors, including the Library's popular Park Ranger Speaker Series programs, do not have a webinar account to access in order to provide remote customers with live access to those presentations. The DOI Library hopes to be able to purchase its own webinar account subscription which its staff would then be able to utilize to provide online access to these informational and educational programs.

The Library hopes to continue to work with the Office of Facilities and Administrative Services and the Office of the Secretary to promote its programs, resources, and services to the Departmental employees. The possible use of social media outlets such as Facebook and Twitter has been investigated as possible tools to help publicize the DOI Library. The staff of the Library will continue to look into new and perhaps unconventional ways to promote its services so as to inform its current and potential customers of what the Library can do to assist them with their work-related research and informational needs.

We thank those who took the time to complete this survey. Should anyone have any questions or seek additional information specific to this survey, please contact, George Franchois, the Director of the Department of the Interior Library, at (202) 208-3796, or e-mail at [George\\_Franchois@ios.doi.gov](mailto:George_Franchois@ios.doi.gov).

## **VII. APPENDIX - DOI Library Services Customer Survey**

# LIBRARY SERVICES CUSTOMER SURVEY REPORT

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## DOI LIBRARY SERVICES / Customer Survey

Our records indicate that you recently utilized services offered by the DOI Library. As a user of these services, your feedback related to our performance is very important to us. Therefore, we are asking for your input through this very brief survey. Your response will be used to evaluate how well we are doing and help us plan changes and improvements where needed.

### Are you a(n):\*Required

- ☐ Department of the Interior employee
- ☐ Department of the Interior contractor
- ☐ Federal Government employee
- ☐ Law Firm employee
- ☐ Non-governmental public
- ☐ Other:

### Please complete all rows\*Required

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Not Applicable
The service(s) I received from the DOI Library staff met my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The database services offered by the DOI Library met my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received a timely response (4 hours or less) to inquiries sent to DOI Library staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The DOI Library staff provided the level of communication I expected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The DOI Library staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Not Applicable
provided a level of professionalism I expected.						
Overall, I am satisfied with the DOI Library service(s) I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**What did we do really well?**

**What can we do to improve?**

**If you would like to be contacted by OFAS leadership about Library services, please provide your contact information below (name, phone number, e-mail address)**